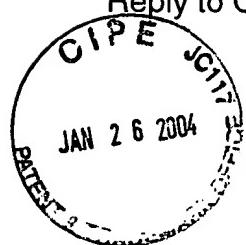


Serial No. 09/776,937  
Response Dated 21 January 2004  
Reply to Office Action of November 20, 2003

RESPONSE UNDER 37 C.F.R. 1.116 – EXPEDITED  
PROCEDURE – EXAMINING GROUP No.: 2122



IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

**Patent Application**

Inventors: **A.D. Flockhart**  
**E.P. Mathews**  
**J.Z. Taylor**

Case No.: **Flockhart 15-19-1**

Serial No.: **09/776,937** Group Art Unit: **2122**

Filing Date: **17 June 1999**

**RECEIVED**

JAN 28 2004

Technology Center 2100

Examiner: **Chameli Das**

Title: **Customized Applet-On-Hold Arrangement**

Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

SIR:

**RESPONSE TO FINAL REJECTION**

In response to the Office Action mailed on November 20, 2003, designated as paper no. 13 in the case, please enter the following remarks in the above-identified application.

**Remarks/Arguments** begin on page 2 of this paper.

4/4/04  
(NO)  
2/3/04  
JUL